

## JOB DESCRIPTION

<b>Job Title:</b>	ICT Technician	<b>Department:</b>	Operations
<b>Employee Name:</b>		<b>Division:</b>	ICT
<b>Job Category:</b>	Skilled staff	<b>Job Grade:</b>	
<b>Travel Required:</b>	Yes	<b>Position Type:</b>	Permanent
<b>Location:</b>	Windhoek	<b>Subordinates:</b>	None
<b>Immediate Supervisor</b>	Manager: ICT		
<b>Job Purpose:</b>			
<p>The role is responsible to ensure that NIPDB computer systems and networks are functional by providing accurate reactive &amp; proactive support. The role will also be responsible for performing general ICT administrative activities and other operational staff as required.</p>			
<b>Role and Responsibilities:</b>			
<ul style="list-style-type: none"> <li>● Provide NIPDB staff with first and second level support on ICT issues and requests.</li> <li>● Perform first and second level troubleshooting and diagnostics on ICT related issues.</li> <li>● Create &amp; maintain user profiles as per NIPDB's policies.</li> <li>● Configure and/or setup ICT user equipment like laptops and printers.</li> <li>● Ensure that all security measures are implemented as per standard procedures.</li> <li>● Performance general ICT administrative tasks.</li> <li>● Provide excellent customer service to enable NIPDB's staff to perform their duties.</li> <li>● Perform any other operationally required tasks that may be assigned by the supervisor.</li> </ul>			
<b>Qualifications and Education Requirements</b>		<b>Preferred Skills</b>	
<ul style="list-style-type: none"> <li>● 3 year B Tech or BSC Degree with 3 years experience</li> <li>● Experience must be in an organisation with more than 50 users.</li> <li>● A valid driver's license.</li> </ul>		<ul style="list-style-type: none"> <li>● Planning and time management skills</li> <li>● Detail oriented.</li> <li>● Highly competent self-motivated person</li> <li>● Honest with a high level of personal integrity</li> <li>● Good analytical &amp; problem-solving ability</li> <li>● Friendly and well presented</li> <li>● Dependable and responsible</li> </ul>	
<b>Internal/External Stakeholders:</b>			
All internal staff members and stakeholders in line with the responsibilities of the role.			
<b>Reviewed By (HR):</b>		<b>Date/Signature:</b>	
<b>Approved By (line manager):</b>		<b>Date/Signature:</b>	
<b>Incumbent signature:</b>		<b>Date/Signature:</b>	